Satisfaction about Library Resources and Services in Selected Public and Private University Libraries of Haryana: A Comparative Study

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It may provide context about the more significant work, and an actual literature examination examines and produces information about key themes. The current study is expressive and analytical. The convenience sampling technique was adopted for the study. A survey method is used to study the collection of development problems and services in selected academic libraries. In the study, the universities were selected from both the public and private sectors. The study is based on the tabular technique of analysis. The current study uses SPSS for calculation, tabulation, and graphic work. The hypothesis is tested at 1 and 5 percent levels of significance. Library resources and services represent challenges at every selection, acquisition, preservation, maintenance, and management level.

Keywords: *Satisfaction, Library Resources, Services, Public and Private, University, Haryana*

1   INTRODUCTION

Library resources are sources of information. Traditionally, these resources were mostly books, journals, newspapers, other editorials, and encyclopedias. But with the advent of the internet, digital sources of information have become prevalent. These digital sources of information include but are not limited to, online libraries and journals, online encyclopedias like Wikipedia, blogs, video logs like YouTube, etc. Even movie clippings, especially from history, have

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played a prominent role in modern research and are classifiable under 'Library Resources.

Library resources and services represent challenges at every selection, acquisition, preservation, maintenance, and management level. At the same time, these resources have also come with many advantages giving solutions to many professional problems like providing remote access, convenience in use, increased readership with improved services, leading to more opportunities for productive research output and academic excellence within the shortest possible time. In such a situation and future trends, library professionals shall have to cope-up with the newly emerging digital environment and devise the best possible techniques and methods of managing these resources and services efficiently and effectively for their improved availability and accessibility, ensuring convenient and comfortable use overcoming all the barriers coming their way.

2   REVIEW OF LITERATURE

A literature review is a complete survey of everything written about the subject, the theory built, and the research question. It may provide background about the more significant work, and an actual literature examination examines and produces information about key themes. A good review sets up the landscape that will work within, saving you from duplicating effort and allowing you to identify the key players in the field.

Scoulas and Groote (2023) surveyed the findings and revealed that online journals, databases, and Interlibrary loans (ILL) were considered by the majority of faculty as the most important for faculty's research. Another key finding indicated that faculty from social sciences perceived assistance from a subject specialist librarian as more important than faculty members from physical sciences. The top three strategies faculty use to obtain articles not available through the university include searching for a freely available online version, using ILL, and obtaining it from Google Scholar.

Kumkum (2022) conducted a study under the title "Availability and usage of library and information resources and services in Dhubri District Of Assam" In this paper, I studied the status and usage of library resources and services and library user's opinions about library working hours, physical library facilities, library information sources, and the benefit of the medical college in Rajasthan. A survey method is used to study the collection of development problems and services in selected academic libraries. A well-structured questionnaire method and observations are used to collect the data. Better coordination between the library staff and users enhances awareness about library sources.

Simmonds and Andale (2021) publish an article entitled, "Usage of Academic Libraries: The Role of Service Quality, Resources, and User Characteristics. "The purpose of this article is to know about the desires and hopes of library users to deliver the proper kind and levels of the facility to offer satisfaction and service quality. It can be easily correlated that the modal explained some of the variations in library usage. Studies reveal library should be aware of user needs and usage frequently because they will use the library one way or the other even if they are not highly satisfied with library services. This study applied and adopted the LibQUAL+TM instrument to determine the usage pattern of international students in academic libraries.

Pandey and Shailendra (2020) review the title, "*Rajasthani Arts and Culture: Acquisition of Information Resources and their Utilization in Select Universities and Institutes of Rajasthan.*" The paper is about acquiring information assets in Rajasthani arts and culture in Rajasthan's select campuses and libraries. Gathering expansion in dissimilar types of libraries of arts and culture has many tasks, and one of them is concerns about the purchase strategy espoused by the library. It is initiated that there is no printed purchase strategy in the library. The paper deliberates the approaches to the utilization of information assets.

Olukayode (2019) studied the title, "Perspectives of Users' Satisfaction on Library Resources and Services in Oyo State College of Health Science and Technology Ibadan." Customer fulfillment is continuously dominant in the presence of any hypothetical library. The essential to encounter the data requirements of its employers, the team approach to inspiring customer support, and an attractive atmosphere that is favorable for analysis. In contradiction of this milieu, the learning was considered to gauge the insight into the importance of the library assets, fulfillment of the library team's arrogance, and professed obstacles to gratification. The reading investigation was accompanied by the pupils.

Rubasinghe and Bodhinayaka (2018) review the title, "Postgraduate Students' Satisfaction with Library Resources and Services in Sri Lankan Universities (Concerning Universities of Kelaniya, Ruhuna, and Sri Jayawardenepura)." This learning examines the gratification level among postgraduate pupils of the university. Data were analyzed using SPSS (Statistical Package of Social Sciences/Version 22)." The accused optional improve the chance for distant admittance of available digital assets subscribed

3   SCOPE OF THE STUDY

The present study examines the library resources and services of six selected Public and Private Universities in Haryana. The Libraries study as in table 1.

Table 1: Public and Private University

Sr. No.	Public	Private
	Public and Private University	
1	Bhagat Phool Singh Mahila Vishwavidyalaya,	BML Munjal University, Gurugram
2	Kurukshetra University, Kurukshetra	GD Goenka University, Gurugram
3	Maharshi Dayanand University, Rohtak	K.R. Mangalam University, Haryana

3.1 Research Questions

- RQ1: Are students satisfied with the available library resources and services?

3.2 Objectives of the Study

- To know the satisfaction level of the respondents from the library resources and services provided by the selected university libraries.

3.3 Research Hypotheses

- There is no significant difference in satisfaction levels from library resources and services among respondents of selected public and private universities.

4 Research Methodology

Research methodology is the specific procedures or techniques used to identify, select, process, and analyze information about a topic. The present study is descriptive and analytical. The reason is to choose a descriptive and analytical type of research for the current analysis because it is based on the question it asks respondents about the research problem. The main aim of a descriptive study attempts to determine, describe and identify what is. On the other hand, analytical research attempts to establish why it is and which way or how it came to be in the present situations.

4.1 Sampling Techniques and Sample Size

The convenience sampling technique was adopted for the study. In the study, the universities were selected from both the public and private sectors. The sample size is 600, comprising 246 research scholars and 354 students selected from the universities of Haryana.

4.2 Data Collection

A structured questionnaire was administered to the respondents selected for the study. The study adopted direct personal interaction for collecting the

required information. First of all, the questionnaires were distributed to the research scholars of each university, and the responses received were briefly analyzed.

4.3 Statistical Tools and Techniques

Based on the data collected from the various sources, the tabulation, analysis, and interpretation made the study more meaningful. The study is based on the tabular technique of analysis. The study is presented in tables, charts, graphs, diagrams, etc., whenever necessary for clarity of thoughts, easy understanding, and to make the research presentation more vivid. For a smooth and accurate analysis of the data, statistical analysis software like SPSS is used.

4.4 Data Processing and Testing of Hypothesis

The present study uses SPSS for calculation, tabulation, and graphic work. The hypothesis is tested at 1 and 5 percent levels of significance.

The data has been presented in tabular and graphical form. The hypothesis testing has been done with the help of the **Chi-Square Test.**

4.5 Data Analysis and Interpretation

Table 2: Satisfaction level of the respondents for the use of library resources and services

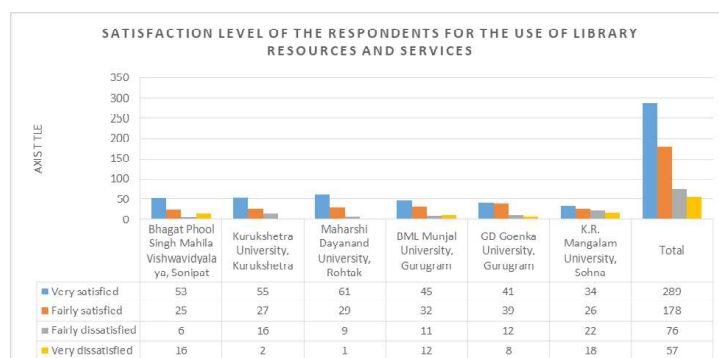| Name of university	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied
Bhagat Phool Singh Mahila Vishwavidyalaya, Sonipat	53	25	6	16
Kurukshetra University, Kurukshetra	55	27	16	2
Maharshi Dayanand University, Rohtak	61	29	9	1
BML Munjal University, Gurugram	45	32	11	12
GD Goenka University, Gurugram	41	39	12	8
K.R. Mangalam University, Sohna	34	26	22	18
Total	**289**	**178**	**76**	**57**

Source: Same as Table 2

Figure 2: Satisfaction level of the respondents for use of library resources and services

Table and figure 2 revealed that 48.16 percent of respondents are very satisfied and 9.5 percent of respondents are very dissatisfied with the use of library resources and services.

Table 3: Significance of difference between respondents of selected public and private universities based on satisfaction level on the usage of library resources and services

Level of Satisfaction/ University	Public	Private	Chi-square value	df	p-value
Very satisfied	169 (56.33)	120 (40)			
Fairly satisfied	81(27)	97(32.33)			
Fairly dissatisfied	31(10.33)	45 (15)	18.67	3	0.00
Very dissatisfied	19 (6.33)	38 (12.66)			
Total	300 (100)	300 (100)			

**Significant at 0.05 level

Table 3 shows the significance of the difference between respondents of selected public and private universities based on satisfaction levels with the usage of library resources and services. Maximum percentages of respondents from selected public and private universities that are 56.33 percent and 40 percent respectively are very satisfied with the usage of library resources. A small percentage of respondents, 6.33 percent and 12.66 percent respectively, are very dissatisfied with the usage of library resources. p-value is 0.00 which is less than 0.05 showing a significant difference between respondents of selected public and private universities based on satisfaction level on usage of library resources and services.

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Table: 4: Problems faced by the respondents while seeking information

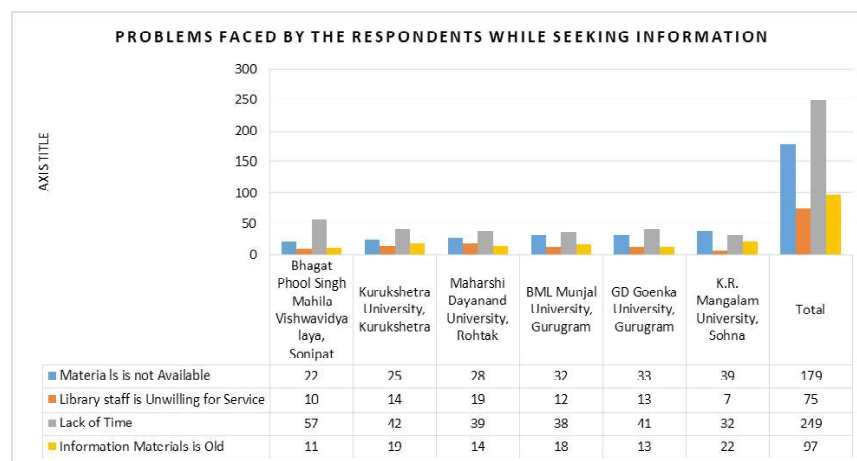| Name of university	Materia ls is not Available	Library staff is Unwilling to Service	Lack of Time	Information Materials is Old
Bhagat Phool Singh Mahila Vishwavidyalaya, Sonipat	22	10	57	11
Kurukshetra University, Kurukshetra	25	14	42	19
Maharshi Dayanand University, Rohtak	28	19	39	14
BML Munjal University, Gurugram	32	12	38	18
GD Goenka University, Gurugram	33	13	41	13
K.R. Mangalam University, Sohna	39	7	32	22
Total	**179**	**75**	**249**	**97**

Source: Same as Table 4

Figure 4: Problems faced by the respondents while seeking information

Table and figure 4 show that 29.83 percent of respondents are not satisfied because the required materials are not available in the library, 12.5 percent of respondents are unsatisfied library staff's unwilling to provide the service to the users, majority of the respondents i.e. 41.5 percent respondents commit they have lack of time for seeking required information and 16.16 percent respondents says material for required information is old.

Table 5: Significance of difference between respondents of selected public and private universities based on problems faced while seeking information

Problems faced while seeking information/University	Public	Private	Chi-square value	df	p-value
Materials are not Available	75 (25)	104 (34.66)			
Library staff is Unwilling to Service	43 (14.33)	32 (10.66)			
Lack of Time	138 (46)	111(37)	9.84	3	0.02
Not Some of the Information on Materials is Old	44 (14.66)	53 (17.66)			
Total	300 (100)	300 (100)			

**Significant at 0.05, Source: Same as Table 7

Table 7 shows the significance of differences between respondents of selected public and private universities based on problems faced while seeking information. Maximum percentage of respondents from selected public and private universities that is 46 percent and 37 percent respectively hold the view that lack of time is the major problem faced while seeking information followed by 25 percent and 34.66 percent of respondents respectively the view that another problem is that materials are not available. p-value is 0.02 which is less than a significant value of 0.05 indicating a significant difference between respondents of selected public and private universities based on problems faced while seeking information.

Table: 6: Satisfaction level of respondents with university library resources and services

Name of university	Fully satisfied	Partial satisfied	Unsatisfied
Bhagat Phool Singh Mahila Vishwavidyalaya, Sonipat	27	51	22
Kurukshetra University, Kurukshetra	39	47	14
Maharshi Dayanand University, Rohtak	35	53	12
BML Munjal University, Gurugram	41	41	18
GD Goenka University, Gurugram	53	38	9
K.R. Mangalam University, Sohna	42	40	18
Total	**237**	**270**	**93**

Source: Same as Table 6
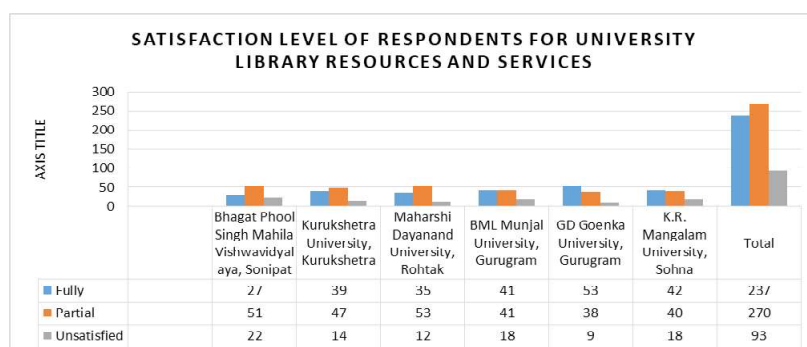
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Figure 6: Satisfaction level of respondents with university library resources and services

Table and Figure 6 revealed that 39.5 percent of respondents were fully satisfied, 45 percent of respondents were partially satisfied and only 15.5 percent of respondents were unsatisfied with library resources and services provided by the selected university library.

Table 7: Significance of difference between respondents of selected public and private universities based on satisfaction level with university library resources and services

Satisfaction level/University	Public	Private	Chi-square value	df	p-value
Fully satisfied	101 (33.66)	136 (45.33)			
Partial satisfied	151 (50.33)	119 (39.66)	**9.06**	**2**	**0.01**
Unsatisfied	48 (16)	45 (15)			
Total	**300**	**300**			

**Significant at 0.05

Source: Same as Table 6

Table 4.4 (b) explores the significance of differences between respondents of selected public and private universities based on satisfaction levels with university library resources and services. 50.33 percent and 39.66 percent of

respondents of selected public and private universities respectively are partially satisfied with university library resources and services. p-value is 0.01 which is less than 0.05 indicating a highly significant difference between respondents of selected public and private universities based on satisfaction level with university library resources and services.

5   FINDINGS BASED ON SATISFACTION

- Maximum percentage of respondents that 56.33 percent and 40 percent are very satisfied with and 4.4 percent and 10.2 percent respondents are very dissatisfied with the usage of library resources and services of selected public and private universities respectively. The rest of the respondents were fairly satisfied and fairly dissatisfied. There is a significant difference between respondents of selected public and private universities based on satisfaction level with the usage of library resources and services.

- Maximum percentage of respondents from selected public and private universities that is 46 percent and 37 percent respectively hold the view that lack of time is the major problem faced while seeking information followed by 25 percent and 34.66 percent of respondents respectively the view that another problem is that materials are not available. There is a significant difference between respondents of selected public and private universities based on problems faced while seeking information.

- The study found a maximum percentage of respondents that 50.33 percent and 39.66 percent of respondents of selected public and private universities are partially satisfied with university library resources and services and 16 percent and 15 percent of respondents are unsatisfied respectively. There is a highly significant difference between respondents of selected public and private universities based on satisfaction level with university library electronic resources services.

6   RECOMMENDATIONS

This type of research study will be conducted status-wise in research and development organizations, professional institutions like engineering, medicine, arts and Science, and special libraries, like ISRO, DRDO, DRDL, ICSSR, etc., on electronic resources and services provided by the respective libraries, so the libraries provide better library services to their users according to the present digital era. Several factors emerge as considerations for research and recommended further extension of research study as fellow: The research study may also be conducted to determine the use of library resources and services in other pending state universities.

7   CONCLUSION

This research supports the role of the university management and academic librarian as integral to implementing the strategies for providing a more e-learning facility to their users in the 21st century. These findings assist the library to better understand our user community's needs. As this survey is regularly deployed, it also allows us to observe potential changes over time, and as necessary, make strategic changes to library resources and services. This study has provided data on the usage skills of the selected university library users of both public and private sector universities. The research revealed that the university libraries chosen from the public sector provide more electronic resources and facilities to their library users in a better way as compared to the selected private sector university libraries

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